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Arizona @ Your Service

Payment
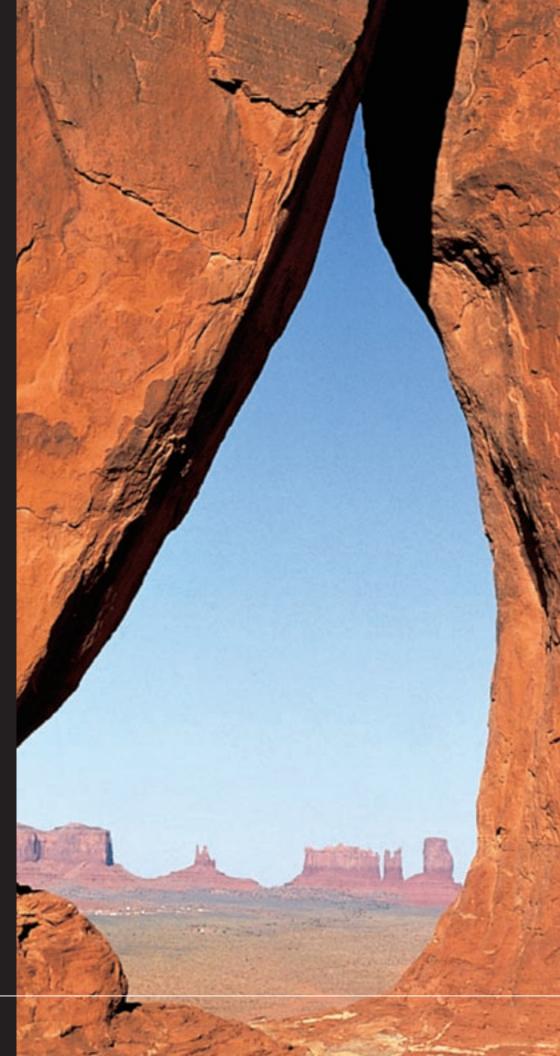# Gateway

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STATE OF ARIZONA E-GOVERNMENT

www.az.gov

Payment Gateway

Secure Web payment services for state agencies and their clients
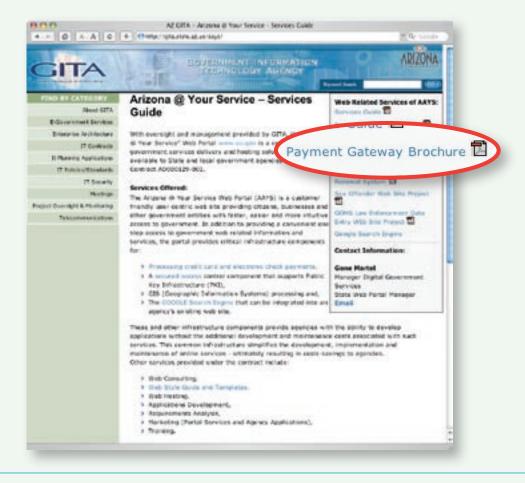
A growing demand

Increasingly, clients of state agencies, whether they are businesses, services or consumers, want the convenience of paying required fees by credit card. But accepting credit card payments demands a measure of security that can be difficult and costly to deliver. Given the limited resources of state agencies, the cost and complexity of creating their own payment processing system would have been a daunting and impractical task for most Arizona agencies.

A common, cooperative solution

While it would be extremely costly for any one agency to create and maintain its own payment processing method, having a single system that serves all state agencies, with each sharing in the cost by paying for usage, becomes a highly affordable solution. And that is the approach taken by the

Arizona Portal team in conjunction with GITA and the General Accounting Office (GAO). This on-demand solution enables each government agency to pay for only the transactions it processes, and at the same time, to customize handling to meet its own needs and those of its clients.

The results

Payment Gateway has delivered a proven and powerful solution for use statewide. The state has shared infrastructure costs which are distributed among users so no one client bears expensive development costs, and all pay only for their actual usage. Overall agency costs are far less than they would be with other approaches, and clients may now choose how they want to pay.

In addition, each agency can customize its user interface to meet its needs and match its normal branding. Payment Gateway simply "plugs into" any agency's Web environment.

Some additional details

While operating as a common structure statewide, Payment Gateway still gives each agency the control it needs over its own finances. In addition, as a common solution serving many agencies, it's feasible to provide technical support 24x7 to assist agency financial administrators. Perhaps above all else, Payment Gateway is easy for clients to use, fast, flexible and highly secure.

Because each agency can customize its face to customers as well as its behind-the-scenes methods of operation, it can create precisely the reports it needs for its own operations. And the security methods incorporated ensure that while reporting is as complete as necessary, client data are still safe and secure, thereby providing the necessary protections of individual and business privacy.

Customer Survey comments

"I was very impressed with the ease of use of this system. It definitely saved my time and money by not having to drive down to the department and probably takes a load off of all the employees working down there. A win win for everybody. Thanks!"

We're glad we could help, working hand in hand with:

- Arizona Department of Transportation Motor Vehicle Division
- Arizona Government Information Technology Agency
- Administrative Office of the Courts
- Arizona Department of Economic Security
- Arizona Department of Environmental Quality
- Arizona Government University
- Governor's Office of Highway Safety
- Arizona Department of Insurance
- Arizona State Board of Naturopaths
- Arizona State Board of Pharmacy
- Arizona State Board of Physical Therapy
- Arizona Department of Public Safety
- Arizona Department of Real Estate
- Arizona Registrar of Contractors
- Arizona Schools for the Deaf and Blind
- Arizona Board of Technical Registration
- Arizona Department of Weights and Measures
- and many more